#### Annual General Meeting NEWMARKET HYDRO HOLDINGS INC.

NEWMARKET



# **Required Motions**

- Approval of Financial Statements
- Approval of Auditors
- Approval of Directors
- Approval of Past Acts



#### 2022 Year in Review

- Financial Performance
- Billing System Transition
- Reliability



#### **Financial Performance**

- Strong Financial Performance with an adjusted Net Income of \$3.8MM
- Controllable Capital Spend of \$7.9MM in 2022
- Repayment of Newmarket Shareholder Debt was completed in 2022
- Employee Count Increase to 80 from less than
  60 Pre Covid (IT, Eng/Ops, HR)



#### **Billing System Transition**

- Transitioned billing system/provider for Electric & Water billing
- Aiding the Town in the transition to AMR Water Meters
- Completed customer portal upgrades and became one of the first utilities to Green Button certify
  - Redesigned bill print



### Reliability

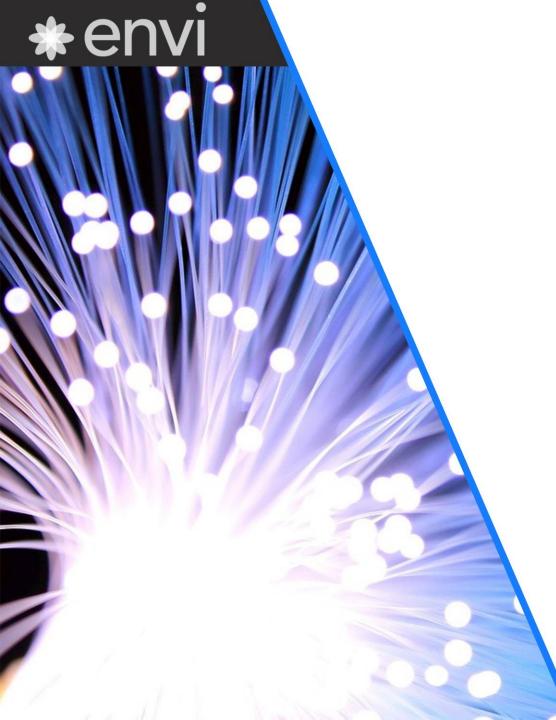
- Increased outages in 2022
  - SAIDI 1.561
  - SAIFI 0.716
  - Accelerated Capital Spending to aid in reliability
  - Enhanced Customer Communication



### **Looking Ahead**

- Investment in Capital Programs
- Distribution System Plan
- Enhanced Customer Experience
  - Reliability
  - Communications
  - Online services
- Major Developments (Metrolinx and York Region)

Strategic Plan Finalization and Rebrand



# 2022 Year in Review

- Sold Assets in Q4 of 2022
- Renamed to NT Holding Inc in Q4 of 2022
- NT Holdings will continue Resale services to Town of Newmarket and NT Power

### Questions